Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L25	2	((((customer service client) near4 (representative agent)) csr) same (protocol communication) near6 capability same (rout\$5)).clm.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:55
L3	74	((customer service client) near4 (representative agent))same (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:55
L24	1	((match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol).clm.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:53
L12	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 09:53
L23	37	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol and L21	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53
L22	54	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol and L20	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53
L20	54	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol and L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:53

L21	56241	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:52
L18	107823	"379"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:52
L19	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol and L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:50
L15	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (select determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:49
L17	6	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8)(IM adj3 message))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:47
L14	6	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON .	2007/07/27 08:42
L16	1	(select determin\$5) near5 ((IM (instant adj3 messag\$8))) near4 protocol same compatib\$8	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:41

L13	156	((automatic adj4 call adj4 distribution) (call adj3 center)) and ((IM (instant adj3 messag\$8))) near4 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 08:40
L10	0	((automatic adj4 call adj4 distribution) (call adj3 center)) and (match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:56
L11	0	(match\$8 near5 (IM (instant adj3 messag\$8))) near4 protocol near6 (version type brand)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:55
S28 0	3	((automatic adj4 call adj4 distribution)) and ((Yahoo near3 Instant near3 Messenger)(AOL near3 Instant near3 Messenger) (Microsoft near3 Messenger) Sametime)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:54
L9	2	"6389400".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:47
L8	3	((instant adj message)) and L7	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 07:47

L7	187	("20010014863" "200	•	US-PGPUB;	OR	OFF	2007/07/27 07:45
		"20020055868" "2002	•	USPAT;			
	-	•	0026409"	USOCR			!
		,	0156133"		 	!	
		•	0158655"		! ! !	1	!
		•	0006473"			1	
		"20040032935" "2004	•		1	;	;
		"20040143484" "2004	•		1		; i
L _g		"20040240635" "2005	•		!	5 •	1 .
		"4310727" "4694483"	•				!
		"4922519" "4930077"	"4964077"				
		"5115501" "5181259"	"5204968"				
		"5206903" "5263167"	"5299260"				
		"5311422" "5323452"	"5327529"				!
		"5335268" "5335269"	"5371673"				
		"5388198" "5420975"	"5479488"				
		"5493608" "5495567"	•			Î	
		"5519772" "5530744"	•				
		"5535321" "5537470"	•				
		"5561711" "5566291"					
		"5586171" "5586219"	•				
		"5600781" "5615323"	•				
		"5657383" "5659724"					
		"5671351" "5675707"	"5683872"				
		"5684870" "5706334"					
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		"5727950" "5729600"	•			ļ	
		"5740549" "5757644"	•	ī	* * * * * * * * * * * * * * * * * * * *		i
		"5771276" "5790117"	"5793368"	1	İ		: :
		"5802526" "5806060" "5802526" "5806060"			:		
<u> </u>		"5809282" "5812975"	•	1	!	1	
		"5821936" "5822397"	•	i I			
		"5825856" "5825869"	•		: : :		•
		"5832430" "5835565"	•				,
		"5864605" "5864844"				:	
		"5872865" "5873068"	•				
		"5899992" "5903641"	•				
		"5920477" "5923745"					
		1	"5974253"				
		"5991735" "5999611"	"5999908"				
		"6014638" "6016336"	•				
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		•	"6044355"				
		"6055542" "6058163"	•	Ì			
		("6058179" "6058435	" "6061433"	İ			
		"6067538" "6088429"	"6099320"		·		
		"6104790" "6128380"	"6134315"	h			
		"6134530" "6148063"	"6157808"				
		"6160877" "6163607"	"6166732"				
		"6170011" "6173053"	"6173279"				!
		"6201948" "6212502"	"6219665"				
		"6230197" "6236955"	"6236990"	1	1	•	1
		"6243375" "6249579"	"6263052"				· :
		"6269153" "6278976"	"6282404"	1	1		!
		"6289084" "6292909"	•				:
		"6296376" "6308172"	•	i	4		,
2/22/225	140.01.00	"6332154" "6336109"	- "634 <u>9290" </u>	 	 	 	
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יין pocum	ents and Se	;;	ts\#6357017" ts\#6389400ksbac	es\U9932U33.W! 	þ	1	
		"E3804U3" "E380E38"		Į.	İ		

L2	0	((customer service client) near4 (representative agent))near4 (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 06:54
L1	0	((customer service client) near4 (representative agent))near4 (protocol communication) near6 capability same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/27 06:54
S62	504	((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR .	ON	2007/07/27 06:52
S28 3	21	((instant adj message)) near5 (capabil\$8 compatib\$9) and S282	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 17:27
S28 2	32363	((customer service client) near4 (representative agent))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:18
S27 3	3	((instant adj message)) near5 protocol near5 (capabil\$8 compatib\$9) and (agent CSR (representative))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:18
S28 1	59	((customer service client) near4 (representative)) and ((Yahoo near3 Instant near3 Messenger)(AOL near3 Instant near3 Messenger) (Microsoft near3 Messenger) Sametime)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:17

636	1000	((LIC DCD: 12	OB	ON	2007/07/26 16:06
S26 0	1958	((automatic adj4 call adj4 distribution))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:06
S27 9	110	(different various multiple) near4 (IM (instant adj message)) near5 protocols	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:04
S26 1	110	(different various multiple) near4 (IM (instant adj message)) near5 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 16:04
S27 8	117	((customer service client) near4 (representative)) same communication near4 (protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S27 7	117	((customer service client) near4 (representative)) same communication near4 (protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S26 5	3	((customer service client) near4 (representative)) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:55
S27 6	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/07/26 15:50

S27 5	3	10/229514	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:45
S27 4	2	"6775371".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:44
S27 2	14	(IM (instant adj message)) near5 protocol and (chat) same (collaboration)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:30
S27 1	5	(IM (instant adj message)) near5 protocol same (chat) same (collaboration)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:20
S26 8	0	(IM (instant adj message)) near5 protocol same (chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:17
S27 0	0	(instant adj message near5 protocol) and(chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:16
S26 9	0	(IM (instant adj message)) near5 protocol and(chat adj server) same (collaboration adj server)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:16

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S26 6	9	S260 and (IM (instant adj message)) near5 protocol	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 15:13
S26 7	16	((different various multiple) near4 (message)) near5 protocol and S260	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:54
S26 4	2	(chat) and ((customer service client) near4 (representative)) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:42
S52	1	(chat) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:41
S26 3	9	((call help service contact) adj center) and S261	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:40
S11 7	0	((call help service contact) adj center) and (internet adj presence adj protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:40
S26 2	0	S260 and S261	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:39

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S25 9	12773	(acd (automatic adj4 call adj4 distribution))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:28
S25 8	2	"6985576".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/26 13:26
S25 7	1	10/062819	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:50
S25 6	2	"6157630".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:50
S25 4	67	S251 and ((instant adj messag\$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/03 08:29
S25 5	9	S250 and ((instant adj messag\$5) chat)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34
S25 2	9	S251 and (instant adj messag\$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:34

S25 3	0	S250 and (instant adj messag\$5 adj protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
S25 1	161	(automat\$8 near3 call near5 distribut\$8) and S248	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:33
S25 0	107	(automat\$8 near3 call near5 distribut\$8) and S249	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 9	134	S247 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 8	662	S245 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 2		(automat\$8 near3 call near5 distribut\$8) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:31
S24 4	53	capabilit\$5 near4 based near4 rout\$5 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:30

S24 7	1468	379/263,269,267,309.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S24 6	662	S245 and (call adj center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:29
S24 5	52940	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF.	2007/04/02 13:29
S22 5	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 13:05
S24 3	69	(automat\$8 near3 call near5 distribut\$8) and (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:20
S24 1	0	(automatic near3 call near5 distribut\$8) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:19
S23 6	7	(automatic near3 call near5 distribut\$8) and agent near5 (terminal workstation) same (resource capabilit\$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:18

S24 0	0	agent near5 (terminal workstation) and (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 9	0	agent near5 (terminal workstation) same (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 8	0	agent near5 (terminal workstation) same (plural\$7 multipl\$5 various) near5 (instant near4 messag\$7 near5 protocol) same(AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 11:17
S23 7	7	agent near5 (terminal workstation) same (resource capabilit\$6) and (AOL MSN)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:56
S23 0	11	(automatic near3 call near5 distribut\$8) and agent near5 (terminal workstation) same (resource capabilit\$6) and (IM (instant near3 message)) near5 (protocol)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 10:15
S23 5	7	private adj4 chat adj room with Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 4	0	private adj4 chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53

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S23 3	0	chat adj room near4 private near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S23 2	160	chat adj room near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:53
S21 6	569	chat near4 Instant near2 message	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:51
S23 1	47	chat near4 Instant near2 message and (automatic near3 call near5 distribut\$8)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 09:28
S22 2	2	(automatic near3 call near5 distribut\$8) and (IM (instant near3 message)) near5 (protocol) near4 (type capabilit\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:21
S22 9	0	09/339969	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16
S22 8	1	09/587414	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:16

S22 6	824	Andersson and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:15
S22 7	2	Andersson adj4 jason and ericsson	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:13
S22 4	2	"5903877".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:12
S22 3	2	"6560329".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 09:08
S22 1	0	(automatic near3 call near5 distribut\$8) same (IM (instant near3 message)) near5 (protocol) near4 (type capabilit\$5)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/02 08:59
S22 0	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:57
S21 9	6	("5825869" "6327364" "6611590" "6650748" "6661889" "6724884"). PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/02 08:50
S21 8	166	Instant adj message adj chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:43

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S21 7	3	10/229514	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:35
S21 5	2	"6985576".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/02 08:29
S21 4	144	"709"/\$.ccls. and ((call near4 center) (contact near3 center)) same (CSR representative agent) and (SMS (instant near3 message) chat)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:03
S21 3	344	"709"/\$.ccls. and ((call near4 center) (contact near3 center)) same (CSR representative agent)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:02
S21 2	2	"6453038".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/02 08:00
S10 1	2	"6584564".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 16:20
S21 1	7	("5956509" "5958014" "5974409" "5987503" "5990887" "6070185" "6076100").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:50
S21 0	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:50
S20 9	12	("6122364" "6215783" "6249820" "6278532" "6337858" "6360266" "6373836" "6377944" "6404875" "6456749" "6625643" "6658106"). PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 15:46

S20 8	49	(chat (instant near4 message)) near7 (rout\$5) and (IM near4 protocols)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:34
S20 7	11	(CSR (customer near3 service)(contact near3 center)) and (chat (instant near4 message)) near7 (rout\$5) and (IM near4 protocols)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:34
S19 6	60	(CSR (customer near3 service)(contact near3 center)) and (chat (instant near4 message)) near7 (rout\$5) and (representative agent) and skill	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:28
S20 6	1	(capabilit\$5) near5 ((Instant near5 messag\$5) near6 protocol) same (rout\$5) same (client) same (agent)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:06
S20 5	7	(capabilit\$5) near5 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:06
S20 4	7	(rout\$5) near10 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 15:05
S20 3	37	(different various several) near5 ((Instant near5 messag\$5) near6 protocol) and (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:39
S20 2	. 6	(different various several) near5 ((Instant near5 messag\$5) near6 protocol) same (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:34

S20 1	0	(CSR (customer near3 service)(contact near3 center)) and (different various) near5 ((Instant near5 messag\$5) near6 protocol) same (AOL Yahoo MSN)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:32
S19 0	179	(CSR (customer near3 service)(contact near3 center)) and S188	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:31
S20 0	2	"5592543".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:25
S19 9	3	"6442432".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 13:24
S19 8	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 12:55
S19 7	2	"6687241".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 12:54

S19 5	187	("20010014863" "20010041562" "20020055868" "20020133394" "20020196277" "20030026409" "20030143981" "20030156133"	US-PGPUB; USPAT; USOCR	OR	ON	2006/08/01 11:13
		"20030156706" "20030158655"				i
		"20030177017" "20040006473"	1			
		"20040032935" "20040042592"				
		"20040143484" "20040213400"	1			
		"20040240635" "20050111653"				
		"4310727" "4694483" "4761542" "4033510" "4030077" "4064077"				
		"4922519" "4930077" "4964077" "5115501" "5181250" "5204068"				·
		"5115501" "5181259" "5204968" "5206903" "5263167" "5299260"				
		"5311422" "5323452" "5327529"				
		"5335268" "5335269" "5371673"				
		"5388198" "5420975" "5479488"				!
		"5493608" "5495567" "5500795"				
		"5519772" "5530744" "5533107"			:	
		"5535321" "5537470" "5553119"		!		!
		"5561711" "5566291" "5586060"		ţ.		:
		"5586171" "5586219" "5594791"			•	
		"5600781" "5615323" "5633909"		i		*
		"5657383" "5659724" "5668856"				:
		"5671351" "5675707" "5683872"				•
		"5684870" "5706334" "5710884"				1
		"5727950" "5729600" "5734709"				
		"5740549" "5757644" "5758257"				
ĺ		"5771276" "5790117" "5793368"				
		"5802526" "5806060" "5808908"				
		"5809282" "5812975" "5819221"				
		"5821936" "5822397" "5822744"				
		"5825856" "5825869" "5832428"				
		"5832430" "5835565" "5848396"				
		"5864605" "5864844" "5870308"				
		"5872865" "5873068" "5884029"				
		"5899992" "5903641" "5905774"				
		"5920477" "5923745" "5943416" "5953406" "5963965" "5974253"		ļ		
		"5991735" "5999611" "5999908"				
		"6014638" "6016336" "6026381"				
).		"6032129" "6035283" "6035336"				
i i		"6038560" "6044146" "6044355"	1	-		
		"6055542" "6058163").PN. OR				•
		("6058179" "6058435" "6061433"	1	•		
		"6067538" "6088429" "6099320"	*			
!		"6104790" "6128380" "6134315"		i		
		"6134530" "6148063" "6157808"				i ·
		"6160877" "6163607" "6166732"			1	
		"6170011" "6173053" "6173279"				
		"6201948" "6212502" "6219665"				
		"6230197" "6236955" "6236990"				
		"6243375" "6249579" "6263052" "6260153" "6278076" "6282404"				
		"6269153" "6278976" "6282404" "6289084" "6292909" "6295551"	1			
		"6296376" "6308172" "6330326"				
		"6332154" "6336100" "6340200"				
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S19 4		09/710042	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:08
S19 3	7	09/766271	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:08
S19 2	2	"6108711".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 11:05
S19 1	2	"6711611".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 10:57
S18 9	99761	(CSR (customer near3 service)(contact near3 center))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 10:19
S18 8	1025	(Instant near5 messag\$5) near6 protocol	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON .	2006/08/01 10:18
S18 7	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/08/01 09:59
S18 6	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 17:05

C10	2	"6707006" pp	HC DCDHD.	OR	ON	2006/02/02 17:05
S18 5	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OK	ON	2006/02/02 17.05
S18 4	2	(identify\$5) near10 (version) near7 (instant) near3 (message) same (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:51
S18 3	0	(instant) near3 (message) near4 (compatib\$5 match\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:50
S17 8	0	(instant) near3 (message) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:35
S18 2	0	(brand) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 1	0	(version) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 0	2	(message) near4 (compatib\$5) near4 (based) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:32
S17 9	Õ	(instant) near3 (message) near4 (compatib\$5) near5 (rout\$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:31

S17 7	349	"709"/\$.ccls. and ((ACD)automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:29
S16 6	11365	((ACD)automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 15:37
S17 6	8	(type version brand name) same ((instant near4 messaging near3 presence near4 protocol) (IMPP)) same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:23
S17 5	0	(vendor) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 4	0	(brand) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 3	10	(type version brand name) near4 ((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 2	22	(type version brand name) near4 ((instant near4 message) (IM))near4 (software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:08
S15 4	175	(type version brand name) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:01

S17 0	37	((ACD) (automatic near2 call near3 distributor)) and (instant near3 messag\$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 9	37	((ACD)automatic near2 call near3 distributor) and (instant near3 messag\$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 8	1	((ACD)automatic near2 call near3 distributor) and (instant near3 message near3 server) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 7	10895	((ACD)automatic near2 call near3 distributor)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:17
S15 8	4	S154 and (automatic near2 call near3 distribut\$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:16
S16 5	17	(cell and PC and PDA) and ((instant near4 message) (IM))near4 (application protocol) same (rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 3	30	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 4	1	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol) and (automatic near3 distribut\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:11

S15 9	130	(type) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:40
S16 2	8	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) same(rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38
S16 1	. 0	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) near5 (based depend\$5 driven) near5 (router)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38
S16 0	131	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:37
S15 6	3	S154 and (automatic near2 call near3 distribut\$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:29
S15 7	2	"6275574".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28
S15 0	2	"6778661".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28
S15 5	103	(automatic near2 call near3 distribut\$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24

S14 7	23	(automatic near2 call near3 distribut\$7) same (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24
S14 5	3	(version same instant near4 message near4 protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:22
S15 3	2	"6256664".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 2	2	"6185599".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 1	2	"5619648".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:01
S14 9	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:13
S14 8	1	09/106011	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:12
S14 6	2	"6782413".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 07:59

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S14 4	3	(version same instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:56
S14 3	2	(version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:55
S14 2	2	(rout\$5 near5 message) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 1	2	(Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 0	2	(rout\$5 near5 message) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S13 9	2	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:53
S13 8	6	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (contact near3 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:52
S96	40	S95 and ((customer service client CSR) near4 (representative))and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:49

S13 4	3	"6442432".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:29
S13 7	8	("5335269" "5519767" "5557658" "5754636" "5848142" "5884032" "5982774" "6026156").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/31 17:21
S13 6	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 5	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 1	2	(instant near4 message near4 server) and (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:20
S13 3	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:18
S13 2		"430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S56	4	"09405335"	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S13 0	0	(instant near4 message near4 server) and (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14

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S12 9	0	(instant near4 message near4 server) same (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14
S12 8	1	(server) same (rout\$5) near5 (select\$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:13
S12 7	11	(instant near5 (assist\$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:10
S12 6	0	(instant near4 technical near5 (assist\$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:04
S51	0	(instant adj messag\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:03
S12 5	85	S121 and ((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:54
S12 2	3	S121 and ((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:17
S12 4	0	S121 and (chat\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16

S53	1	(chat\$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16
S12 3	2	09/710042 and (coussement)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:41
S69	9	((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:31
S12 1	37626	"709"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S11 4	4711	709/222,220,221,238,239.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S12 0	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S11 9	2	("6707906".pn.)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S11 8	1	(levandovsky) and (09/878092)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:54

S11 6	109	709/222,220,221,238,239.ccls. and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:47
S11 5	8	709/222,220,221,238,239.ccls. and ((customer service client) near4 (representative))and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 13:58
S11 3	9	(intermediate)adj(server) and (instant adj message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 2	252	(intermediate)adj(server) and (instant ad message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 1	858	(intermediate)adj(server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 0	2861	(intermediate) near5 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S10 9	44	(identify\$5 detect\$5) near5 (software) near5 (version) and (call help contact service customer client) near5 (center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S10 8	458	(identify\$5 detect\$5) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48

S10 7	0	(identify\$5 detect\$5) near5 (chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 6	0	(identify\$5 detect\$5) near5 (web adj chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 5	2	(identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:47
S10 4	0	(identify\$5 detect\$5) near5 (instant near5 message) near5 (software) near5 (verion)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:46
S66	12	(call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:45
S10 3	5	(09/766271) and (petrovykh)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S10 2	3	(09/638274) and (ezerzer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S98	173	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:31

						2007/04/24 45 45
S10 0	54	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and (authent\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:16
S99	0	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag\$5) (web near4 chat)) and ((fire near3 wall) (fire-wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:15
S97	1745	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:09
S95	282	(gateway near5 firewall) and (call near5 rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S94	358	(gateway near10 firewall) and (call near10 rout\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S93	1795	(gateway near10 firewall)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S92	15	(web near4 chat) near10 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:58
S91	0	(web adj chat) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:54

S90	1	(IMPP) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:53
S89	10	((instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:52
S67	369	((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:47
S88	0	(instant adj messag\$5 near4 communication near4 server) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41
S61	132	(instant adj messag\$5 near4 communication near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41
S87	0	((IMPP) (instant adj message adj presence adj protocol)) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:38
S86	1	(09/524656) and (ben-chanoch)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:35
S54	360	(instant adj messag\$5) and (customer service client) and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:34

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S85	2	"5036535".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S84	2	"5062103".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
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S77	2	"6405035".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
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S71	3	"6603837".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27
S70	2	"6345305".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27

S68	29	(rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S64	1	((customer service client CSR) near4 (representative))and (call near4 center) and (rout\$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S65	1	((customer service client CSR) near4 (representative))and (call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:13
S63	4	S62 and (instant adj messag\$5 near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:09
S60	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S59		(freishtat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S58	0	(freishat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38
S57	0	(freishat) and ("09922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38

S55	1	(Mcgraw) and (10/840527)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT;	OR	ON	2005/01/04 13:37
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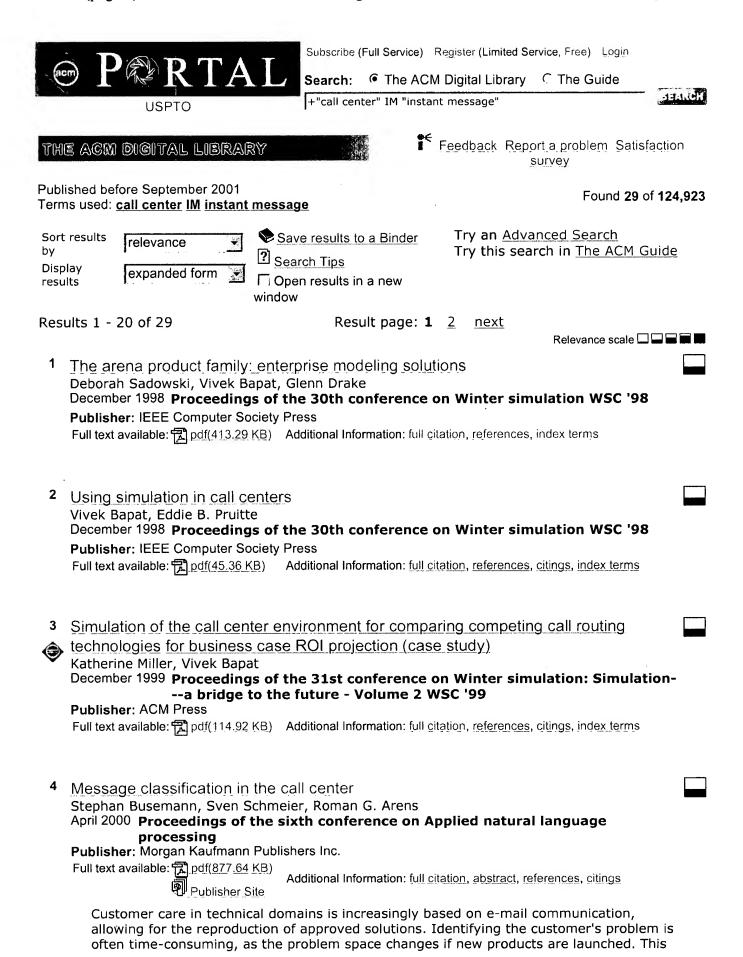
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6 ②	The analysis of a simple k-means clustering algorithm Tapas Kanungo, David M. Mount, Nathan S. Netanyahu, Christine Piatko, Ruth Silverman, Angela Y. Wu May 2000 Proceedings of the sixteenth annual symposium on Computational	
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7	A flexible approach to alliances of complex applications David J. Kasik, Conrad E. Kimball, Jimmie L. Felt, Kenneth B. Frazier May 1999 Proceedings of the 21st international conference on Software engineering	
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	Keywords : alliances of systems, application integration and interoperability, delivery system architecture, process integration, software architecture, systems of systems	
8	Columns: Risks to the public in computers and related systems	
③	Peter G. Neumann January 2001 ACM SIGSOFT Software Engineering Notes, Volume 26 Issue 1 Publisher: ACM Press	
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9	The FINITE STRING newsletter: Abstracts of current literature American Journal of Computational Linguistics Staff July 1981 Computational Linguistics, Volume 7 Issue 3 Publisher: MIT Press	
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10	Special issue on critical analyses of ERP systems: the macro level: ERP project
٩	dynamics and enacted dialogue: perceived understanding, perceived leeway, and the
•	nature of task-related conflicts Patrick Besson, Frantz Rowe
	September 2001 ACM SIGMIS Database, Volume 32 Issue 4
	Publisher: ACM Press Additional Information: full citation, abstract, references, citings, index
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	Different views on change and IT- related outcomes have been proposed in the literature. Most privilege the technological deterministic and organizational imperative positions. This article introduces two types of process views on change arising from designers' inability to forecast the impacts of ERP on work and governance: • a dialectical process due to the lack of perceived leeway by the actors, and • a teleological process view, where actors feel they have more leeway and where they
	Keywords: Enterprise Resource Planning, process model
11	Research contributions: A systemic framework for the field of information systems C. James Bacon, Brian Fitzgerald April 2001 ACM SIGMIS Database, Volume 32 Issue 2 Publisher: ACM Press
	Full text available: pdf(2.11 MB) Additional Information: full citation, abstract, references, citings, index terms
	The main aim of this paper is to present a systemic framework of what the field of Information Systems (IS) is about; its connecting areas and its central theme. It was born out of a search for structure in providing a cohesive picture of the subject and field of IS for students and business managers. The average manager and executive has difficulty in obtaining an integrated and holistic view of information systems, and it is said that this leads to a lack of alignment between IS and the strate
	Keywords: IS framework, IS taxonomy, delphi survey
12	Arena software tutorial David A. Takus, David M. Profozich
9	December 1997 Proceedings of the 29th conference on Winter simulation WSC '97
	Publisher: ACM Press, IEEE Computer Society Full text available: 實 pdf(370.26 KB) Additional Information: full citation, index terms
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13 �	The design of an interactive online help desk in the Alexandria Digital Library Robert Prince, Jianwen Su, Hong Tang, Yonggang Zhao March 1999 ACM SIGSOFT Software Engineering Notes, Proceedings of the international joint conference on Work activities coordination and collaboration WACC '99, Volume 24 Issue 2 Publisher: ACM Press
	Full text available: pdf(1.53 MB) Additional Information: full citation, abstract, references, citings, index terms
	In large software systems such as digital libraries, electronic commerce applications, and customer support systems, the user interface and system are often complex and difficult to paying to the provide users with interactive online support to help users

learn how to effectively use these applications. Such online help facilities can include providing tutorials and animated demonstrations, synchronized activities between users and system supporting staff for real time instruction ...

Keywords: collaboration, digital library, online help desk, online support, user interface

14 ③	Arena software tutorial Nancy A. Markovitch, David M. Profozich November 1996 Proceedings of the 28th conference on Winter simulation WSC '96 Publisher: ACM Press, IEEE Computer Society Full text available: pdf(324.67 KB) Additional Information: full citation, abstract, citings	
	The Arena modeling system from Systems Modeling Corporation is a flexible and powerful tool that allows analysts to creates animated simulation models that accurately represent virtually any system. First released in 1993, Arena employs an object-oriented design for entirely graphical model development. Simulation analysts place graphical objectscalled modules-on a layout in order to define system components such as machines, operators, and material handling devices. Arena is built on the SIMA	
15	Papers: Zero pronoun resolution in Japanese discourse based on centering theory Okumura Manabu, Tamura Kouji August 1996 Proceedings of the 16th conference on Computational linguistics - Volume 2 Publisher: Association for Computational Linguistics Full text available: pdf(607.66 KB) Additional Information: full citation, abstract, references, citings	
	Recently there have been a number of works that model the zero pronoun resolution with the concept called 'center.' However, the usefulness of the previous centering frameworks has not fully evaluated with naturally occurring discourses. Furthermore, the previous centering theory has handled only the phenomena in successive simple sentences and has not adequately addressed the way to handle complex sentences that are prevalent in naturally occurring discourses. In this paper, we present a method	
16 ②	Textual data mining of service center call records Pang-Ning Tan, Hannah Blau, Steve Harp, Robert Goldman August 2000 Proceedings of the sixth ACM SIGKDD international conference on Knowledge discovery and data mining KDD '00 Publisher: ACM Press Full text available: 常 pdf(178.04 KB) Additional Information: full citation, references, citings, index terms	
17	Exact and approximation algorithms for clustering Pankaj K. Agarwal, Cecilia M. Procopiuc January 1998 Proceedings of the ninth annual ACM-SIAM symposium on Discrete algorithms SODA '98 Publisher: Society for Industrial and Applied Mathematics Full text available: pdf(1.25 MB) Additional Information: full citation, references, citings, index terms	
18	Some notes on the complexity of dialogues Jan Alexandersson, Paul Heisterkamp October 2000 Proceedings of the 1st SIGdial workshop on Discourse and dialogue - Volume 10	

Publisher: Association for Computational Linguistics Additional Information: full citation, abstract, references Full text available: 常 pdf(1.28 MB) The purpose of this paper is twofold. First, we describe some complexity aspects of spoken dialogue. It is shown that, given the internal setting of our dialogue system, it is impossible to test even a small percentage of the theoretically possible utterances in a reasonable amount of time. An even smaller part of possible dialogues can thus be tested. Second, an approach for early testing of the dialogue manager of a dialogue system, without the complete system being put together, is des ... 19 The FINITE STRING newsletter: Abstracts of current literature American Journal of Computational Linguistics Staff October 1981 Computational Linguistics, Volume 7 Issue 4 Publisher: MIT Press Full text available: Additional Information: full citation Publisher Site 20 Designing wrapper components for e-services in integrating heterogeneous systems Massimo Mecella, Barbara Pernici August 2001 The VLDB Journal - The International Journal on Very Large Data Bases, Volume 10 Issue 1 Publisher: Springer-Verlag New York, Inc. Full text available: pdf(292.68 KB) Additional Information: full citation, abstract, citings, index terms Component-based approaches are becoming more and more popular to support Internetbased application development. Different component modeling approaches, however, can be adopted, obtaining different abstraction levels (either conceptual or operational). In this paper we present a component-based architecture for the design of e-applications, and discuss the concept of wrapper components as building blocks for the development of e-services, where these services are based on legacy systems. We dis ... Keywords: Component, Cooperation, Integration, Legacy system, Wrapper, eapplication, e-service

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